



MTAC User Group 007 Meeting



September 16, 2014

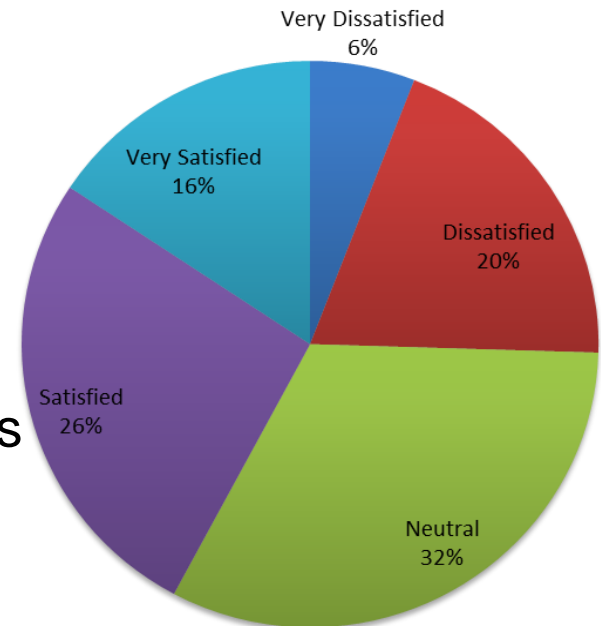
- ❑ MTEOR for Local Mailer Updates
- ❑ MTEOR Enhancements Updates

MTEOR for Local Mailer Updates

Capital Metro Area Survey Results

- ❑ The MTEOR for Local Mailer Feedback Survey was sent out to Mailers in the Capital Metro Area on August 25th
- ❑ A majority of the Mailers were very satisfied, satisfied or neutral with MTEOR
 - Mailers who responded positively cited the following:
 - Ease of use
 - More reliable delivery
 - Guaranteed availability of equipment
- ❑ Suggested changes include:
 - Allow Mailers to place standing orders
 - Allow same-day and next-day ordering
 - Receive automated emails/notifications
 - Add a cancellation button to cancel orders

Overall, how satisfied are you with MTEOR?

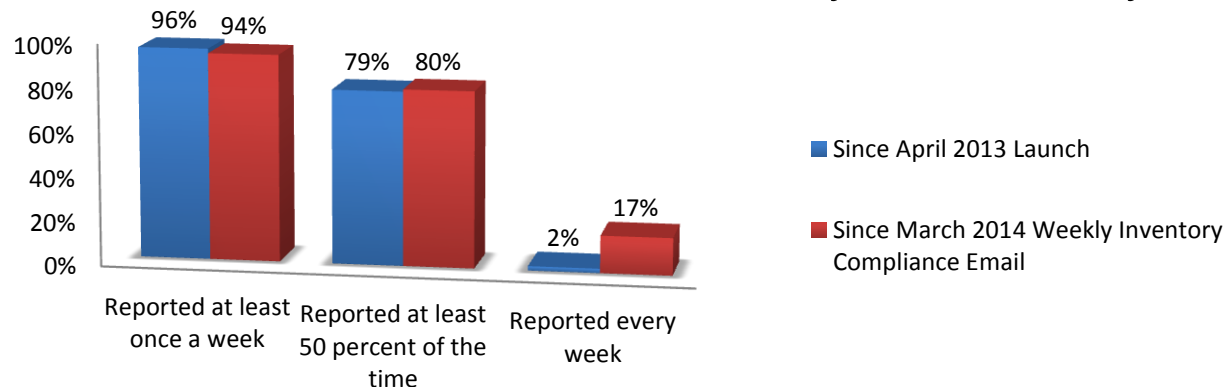


- **The launch is a success!**
- Over 3,900 Mailers have placed over 35,000 requests from 215 Postal Plants through MTEOR!

Area	Launch Date	Active Mailers	Requests
Pacific – Southern	02/03/2014	276	4,453
Pacific – Northern	03/03/2014	291	3,500
Eastern	04/07/2014	1005	10,164
Great Lakes	05/05/2014	571	6,247
Southern	06/02/2014	737	6,953
Northeast	07/14/2014	486	2,533
Capital Metro	08/11/2014	329	858
Western	09/08/2014	302	595
<i>Data as of September 16, 2014</i>	Total	3,997	35,038

Over \$39 million worth of MTE have been requested through MTEOR

- ❑ MTE inventory reporting launched April 2013 and provides the Postal Service visibility into where MTE is in the system
 - It is required by ALL Mailers who request MTE from an MTESC to be completed by Wednesday at 11:59 PM local time
- ❑ To improve MTE inventory reporting compliance, MTEOR implemented the following enhancements:
 - Reminder pop-up windows in MTEOR beginning every Tuesday until users complete the inventory report for that week
 - A reminder email to all MTESC Mailers and an inventory compliance email to identified BSAs every Wednesday morning



* Data is current as of September 16, 2014



Local Mailers Full Implementation

■ MTEOR has been successful launched across the country using a phased approach:

- Southern Pacific Area – February 3, 2014 **(Complete!)**
- Northern Pacific Area – March 3, 2014 **(Complete!)**
- Eastern Area – April 7, 2014 **(Complete!)**
- Great Lakes Area – May 5, 2014 **(Complete!)**
- Southern Area – June 2, 2014 **(Complete!)**
- Northeast Area – July 14, 2014 **(Complete!)**
- Capital Metro Area – August 11, 2014 **(Complete!)**
- Western Area – September 8, 2014 **(Complete!)**

MTEOR Enhancements Update

Enhancements Update

Potential Enhancements	Projected Launch Date
Customer Reports – Templates are still being defined and will be discussed with the MTAC User Group 007	Inventory Summary Report – Complete! Other Reports – FY15
Messaging ‘Module’ on MTEOR Homepage –Updates will be shared with users via messages (i.e., known system issues; MTE supply updates, etc.)	Launch Schedule Messaging – Complete! Additional Messaging by Customer Groups – FY15
Order History – Order history will be expanded to 30 days; users will eventually be able to export up to 13 months of order history	30 days - Complete! Additional History – FY15
Modify/Withdraw Capabilities – When a user withdraws an order, the screen will be automatically updated to show the available transportation and ‘Modify’ will be added as an order status.	Modify/Updated Withdraw Capabilities – FY15
Standing Order – Mailers will be able to place standing orders from local Plants	Standing Orders for Local Mailers – October 26, 2014
Delivery Units – Add the functionality to allow Mailers requests MTEs from Delivery Units	Delivery Units – February 2015



MTEOR

MTEOR RIBBS Page for Mailers: <http://ribbs.usps.gov/mteor>

MTEOR Help Desk:

Hours: Monday-Friday, 7:00 a.m. to 5:00 p.m.(CST)

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